



WE NEED YOUR SUPPORT!

We invite you to join the partnership. You can become a Reserve Police Officer, join a Community Neighborhood Watch Group, attend the Citizen's Police Academy, become a Police Volunteer, participate in a citizen ride-along or just communicate your concerns and ideas to our Officers.

Together, we can make a difference!

For more information contact:

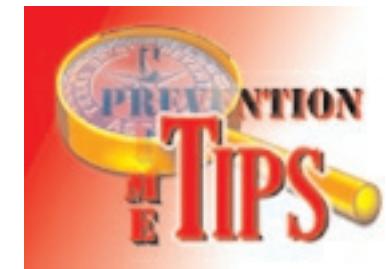
COMMUNITY ACTION
&
INFORMATION UNIT
(650) 903-6357 OR (650) 903-6707

City of Mountain View Police Department
1000 Villa Street
Mountain View, CA 94041

Web Site Address:
<http://www.mvdpd.gov>

Email Address:
police@mountainview.gov

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WHAT EVERY RETAILER SHOULD KNOW ABOUT:

SHOPLIFTING, ROBBERY,
CREDIT CARDS & CHECK CASHING

MOUNTAIN VIEW POLICE DEPARTMENT

TIPS FOR PREVENTING SHOPLIFTING

- Train your staff to be courteous and alert. Thieves are less likely to steal if they think they are being watched.
- Sales personnel can notice if merchandise is missing if it is displayed neatly in standard groups with three or four items per display.
- Place small, expensive items in secured display cases close to sales staff. Counters that are near exits are easy targets for “grab and run” thieves.
- Display signs in your store that state “Shoplifters will be prosecuted.”
- When you apprehend a shoplifter, contact local law enforcement regarding actions you should follow. Cooperate with law enforcement, and with the attorney prosecuting the case.

TIPS FOR PREVENTING ROBBERY

TAKE MEASURES THAT MAKE YOUR STORE

UNATTRACTIVE TO ROBBERS. SOME PREVENTION MEASURES INCLUDE:

- A clean, neat store, attentive sales staff, a visible cash register, good lighting, and frequent cash deposits to the bank.
- The use of mirrors, cameras, alarms and security personnel in high crime areas.

WHAT TO DO WHEN A ROBBERY OCCURS

- Cooperate with the robber for your safety and the safety of others.
- Make an effort to stay calm and think clearly. Make mental notes of the robber's physical description and other observations that will help law enforcement officers.
- If you can reach your silent alarm without this being noticed, do so. Otherwise, wait until the robber leaves.
- Have a prearranged signal with your employees that indicates a robbery is occurring. Do not use it if the robber can see you. Instead, wait until the robber leaves.
- Most robbers are as nervous as you, so be careful.

CREDIT CARD PRECAUTIONS

- Ask for identification with every credit card purchase. Examples of valid identification include a valid California drivers license or California I.D. card.
- Don't accept credit cards without checking the “hot sheet” or telephoning for authorization.
- Always destroy carbons from purchase invoices to prevent credit card numbers and names from falling into the wrong hands.

CHECK CASHING PRECAUTIONS

- Accept only local checks with current names and addresses printed on them.
- Examine checks closely. Don't accept any with alterations.
- Accept only payroll or government checks when you know the person or can verify the check.
- Don't accept postdated checks.
- Don't accept two or more party checks.